



KALASALINGAM UNIVERSITY

DEPARTMENT OF CATERING SCIENCE AND HOTEL MANAGEMENT

B.Sc. (Catering Science and Hotel Management – 3 Years)

CURRICULAM & SYLLABUS - 2017 **(CHOICE BASED CREDIT SYSTEM)**



KALASALINGAM

ACADEMY OF RESEARCH AND EDUCATION

(DEEMED TO BE UNIVERSITY)

Under sec. 3 of UGC Act 1956. Accredited by NAAC with "A" Grade



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DEPARTMENT OF CATERING SCIENCE AND HOTEL MANAGEMENT

PROGRAM EDUCATIONAL OBJECTIVE (PEO):

PEO1	The graduates will be technically competent to excel in hospitality industry and to pursuer higher studies.
PEO2	The graduates will possess the skills to develop economically and technically using the knowledge to ensure their own development in industry.
PEO3	The graduates will have effective communication skill, team spirits, ethical principles and desire for lifelong learning and creative skills to succeed in their professional career.
PEO4	The graduates will be competent to be an entrepreneur.

PROGRAMME OUT COME (PO):

Students will have

PO-1	An ability to apply knowledge of Humanities and Management in catering science and hotel management.
PO-2	An ability to apply knowledge of various cooking techniques in kitchen.
PO-3	An ability to create a new trend to be followed the rooms.
PO-4	An ability to design a system to process an ecohotel, environment free, ethic, heritage in new generation.
PO-5	An ability to design a new menu and dish.
PO-6	An ability to use advanced equipment technology including catering science and hotel management.
PO-7	An ability to communicate effectively with all stakeholders.
PO-8	An ability to work individually and as a member of a team.
PO-9	Recognition of the need for, and an ability to engage in life- long learning.

SCHEME OF INSTRUCTION

CODE		Course Code	Objectives & Outcomes		L	T	P	C
			PEOs	POs				
CSHM17R101	DSC	Food Production I (basic)	PEO1	PO2	4	0	0	4
CSHM17R102	DSC	Basic F&B Service	PEO2	PO5	4	0	0	4
CSHM17R103	DSC	Basic Accommodation and Front Office Operation Foundation – I	PEO3	PO3	4	0	0	4
BAE17R107	AECC	Communicative English	PEO3	PO7	4	0	0	4
BAE17R116/ BAE17R117	Language	Tamil – I Hindi - I	PEO3	PO7	2	0	0	2
CSHM17R181	DSC	Food Production I Basic	PEO1	PO2	4	0	0	4
CSHM17R182	DSC	Basic F&B Service	PEO1	PO6	4	0	0	4
CSHM17R183	DSC	Basic Accommodation and Front Office Operation Foundation – I	PEO3	PO3	4	0	0	4
CSHM17R104	DSC	Introduction to Cookery	PEO2	PO2	4	0	0	4
CSHM17R105	DSC	F&B Service II	PEO2	PO5	4	0	0	4
CSHM17R106	DSC	Accommodation and Operations II	PEO2	PO3	4	0	0	4
CSHM17R107	SEC	Nutrition and Dietetics	PEO3	PO9	2	0	0	2
CHY17R103	AECC	Environmental Studies	PEO1	PO4	2	0	0	2
BAE17R215 BAE17R118	Language	Tamil – II Hindi - II	PEO3	PO7	4	0	0	3
CSHM17R184	DSC	Introduction to Cookery	PEO1	PO2	0	0	4	2
CSHM17R185	DSC	F&B Service II	PEO2	PO5	0	0	4	2
CSHM17R186	DSC	Accommodation and Operations II	PEO3	PO3	0	0	4	2
CSHM17R187	SEC	Industrial Training (16 Weeks – 6 days per week – 8 hours per day)	PEO3	PO6	0	0	48	16
CSHM17R210	DSC	Advance Food Production I	PEO2	PO2	4	0	0	4
CSHM17R214	DSC	Advanced Food and Beverage Management	PEO2	PO5	4	0	0	4
CSHM17R215	DSC	Front office Management	PEO3	PO8	4	0	0	4
CSHM17R212	SEC	Foreign Language Skills	PEO3	PO7	2	0	0	2
CSHM17R287	DSC	Advanced Food Production I	PEO1	PO2	0	0	2	2
CSHM17R288	DSC	Advanced F&B Management	PEO2	PO5	0	0	2	2
CSHM17R289	DSC	Front Office Management	PEO3	PO6	0	0	2	2
CSHM17R316	SEC	Foreign Language Skills	PEO3	PO7	2	0	0	2

CSHM17R317	IDC	Hospitality Marketing	PEO3	PO3	6	0	0	6
CSHM17R318	DSE	Accommodation Management	PEO2	PO9	2	0	0	2
CSHM17R319	DSE	Regional Cuisine	PEO4	PO5				
CSHM17R320	DSE	F and B Management	PEO2	PO8				
CSHM17R388	DSE	Accommodation Management Practical - I	PEO3	PO2	0	0	6	6
CSHM17R389	DSE	Regional Cuisine Practical - I	PEO3	PO8				
CSHM17R390	DSE	F and B Management Practical	PEO3	PO8				
CSHM17R321	IDC	Human Resource Management	PEO1	PO1	4	0	0	4
CSHM17R322	IDC	Travel and Tourism Management	PEO1	PO9	4	0	0	4
CSHM17R323	DSC	Culinary Management	PEO4	PO5	4	0	0	4
CSHM17R324	DSE	Bartending Skills	PEO2	PO8	2	0	0	2
CSHM17R325	DSE	Flower Arrangement Skills						
CSHM17R326	DSE	Accounting Skills for Hospitality						
CSHM17R391	DSE	Regional Cuisine Practical - II	PEO3	PO5,6	0	0	2	2
CSHM17R392	DSE	F&B Service - III						
CSHM17R393	DSE	Accommodation Management Practical - II						
CSHM17R399	SEC	Project Report	PEO3	PO9	0	0	2	2

Course Code	Course Name	L	T	P	C
CSHM17R101	Food Production – I (Basic)	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To know about attitudes and behaviour in kitchen, hygiene and safety handling of kitchen equipment's.

CO2: To Know the equipment's and fuels and safety handling of all in the kitchen.

CO3: To understand the various spices, pulses and fruits used in cooking.

CO4: To know about the types of sauces, soups, salads and their derivatives.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1		2						3	2	
CO2		3		1					2		2	3
CO3	1	3							2		2	3
CO4	1	3							2	1	2	

COURSE CONTENTS:

UNIT– 1: PROFESSIONAL KITCHEN & COOKING:-

(12 Hours)

Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

UNIT– 2: KITCHEN EQUIPMENTS, FUELS&SAFETY:

(12Hours)

Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel–Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

UNIT – 3: INGREDIENTS USED IN COOKING:

(12 Hours)

Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

UNIT – 4: STOCKS, SAUCES, SOUPS AND SALADS:

(12 Hours)

Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

SUGGESTED READINGS:

1. Krishna Arora, “Theory of Cookery”, Frank Brothers Published Limited ,Edition2002.
2. Kinton and cessarani , “Theory of catering”, A Division of Hodder and Head line PLC, Ninth Edition 2000.

Course Code	Course Name	L	T	P	C
CSHM17R102	Basic F&B Service	4	0	0	4

COURSE OUTCOMES

Students will be able

CO1: To understand the introduction, principles, layout and hierarchy of food and beverage service industry.

CO2: To know about the various food service equipment's, fuels, safety and the emergency procedures.

CO3: To know the types of crockery, cutlery and glassware used and also designing menu in service areas.

CO4: To learn about the mis-en-scene and mis-en-place par stocks and functions performed in a restaurant.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1			2					3	1	2	
CO2	2			1	3					1	2	
CO3	3			1	2					2	3	1
CO4	1			2					3	1	2	

COURSE CONTENTS:

UNIT– 1 FOOD AND BEVERAGE SERVICES:

(12 Hours)

Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarization with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

UNIT– 2 FOOD SERVICE EQUIPMENTS, FUELS & SAFETY:

(12 Hours)

Food Service Equipment's, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures, Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures: Introduction, Types and handling fires and dealing with emergencies.

UNIT– 3 FOOD SERVICE-1:

(12 Hours)

Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu–Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.

UNIT– 4FOODSERVICE-:

(12 Hours)

Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

SUGGESTED READINGS:

1. R.Singaravelavan, “Food and Beverage Service” ,Oxford university press, New DelhiEdition2012.
2. Sudhir Andrews, “Food and Beverage Service Training Manual”, Published by, Tata McGraw Hill Publishing Limited, New Delhi, 110020, Edition2003.

Course Code	Course Name	L	T	P	C
CSHM17R103	Basic Accommodation & Front office Operation Foundation – I	4	0	0	4

COURSE OUTCOMES:

Students are able

CO1: To learn the history of hotels, classification and star rating systems

CO2: To know about the various types of rooms, layout s and emergency procedures.

CO3: To know the various types of guest rooms, amenities and guest floor rules.

CO4: To know the basics of front office layout, functions, Reservation, attributes and grooming standards

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1		1		3							2	
CO2	1		3	2						2	3	
CO3	1		3								2	
CO4	1		3							1	2	

COURSE CONTENTS:

UNIT– 1HOSPITALITYINDUSTRY:

(12 Hours)

Originandgrowth,ImportanceofTourism,EvolutionandGrowthofindustryintheWorld & in India, Hotel, Need for classification, Classification of Hotels on different basis; Standard classification, Heritage Hotels, Hotel Tariff plans, Organization Structure ofHotels.

UNIT–2 HOTELFRONTOFFICE:

(12Hours)

Introduction, Functions, Sections and Layout, Organization Structure of front office, Duties and Responsibilities, Qualities of front office staff, Interdepartmental coordination, Room tariff – Room rate designation, Uniform and Grooming Standards

UNIT – 3GUESTACCOMMODATIONS:

(12 Hours)

Importance of Guest Rooms, Types, Layouts, Description, Guest Room amenities, supplies, Guest room status, Guest floor rules, Safety on Floors, Placement of guest supplies., guestroom fixtures and fittings.

UNIT– 4HOTELHOUSEKEEPING:

(12 Hours)

Introduction, definition, Importance, Sections, Responsibilities of the Housekeeping department, housekeeping as a career; Housekeeping Department: Organizational hierarchy, Duties & Responsibilities, Qualities of the Housekeeping staff, Inter departmental Coordination, Hygiene and Grooming Standards.

SUGGESTED READINGS:

1. Hotel Front office Management – JataShankar R. Tewari – Oxford University Press.
2. Hotel, Hostel and Hospital Housekeeping – Joan C Branson & Margret Lennox ELBS.
3. Hotel Housekeeping operations and Management – G.Raghubalan and Smritee Raghubalan Third Edition.

Course Code	Course Name	L	T	P	C
BAE17R107	Communicative English	4	0	0	4

COURSE OUTCOMES:

Students will be able to:

CO1: Have an in-depth knowledge on different dimensions of grammar.

CO2: Analyse the verbal and non-verbal communication.

CO3: Practice dynamics of professional presentation.

CO4: Know how to read and understand the tests.

CO5: Know how to write letters both personal and professional.

UNIT – I INTRODUCTION

Parts of speech - kinds of sentences – tenses

UNIT – II COMMUNICATION

Communication – process of communication – types of communication – barriers of communication

UNIT – III SPEAKING SKILLS

Monologue – Dialogue – Group discussion – Interview – Short Speech

UNIT – IV READING AND UNDERSTANDING

Close Reading – Comprehension – Summary / Paraphrasing – Homophones / Homonyms

UNIT – V WRITING SKILLS

Report writing – Note making – letter writing

SUGGESTED READINGS:

1. Effective Technical Communication – M.Ashraf Ravi Tata McGraw Hill
2. Communication Skills – Sanjay Kumar and PushpLatha
3. Oxford Practice Grammar – John Eastwood – Oxford India 2016.

BAE17R116 -தமிழ்இலக்கியவரலாறும்புதினமும்	L	T	P	Credit
	2	0	0	2
Pre-requisite: -	Course Category			Language 2
	Course Type			Theory

கூறு-1

தமிழ்மொழியின்பழமையும்சிறப்பும் -திராவிடமொழிக்குடும்பம் - தமிழ்நாடு-தமிழின்சிறப்புகள் - பழந்தமிழ்இலக்கணநூல்கள்-தொல்காப்பியம்,நன்னூல்முதலியஇலக்கணநூல்கள்-எழுத்து,சொல்,பொருள்அதிகாரங்கள்.

கூறு-2

சங்ககாலம்-மூன்றுசங்கங்கள்-இலக்கியச்சான்றுகள்-கல்வெட்டுச்சான்றுகள் - இலக்கண,சங்கநூல்களின்சிறப்பு - பத்துப்பாட்டு - எட்டுத்தொகை-சங்கத்தமிழர்மாண்புகள்.

கூறு-3

சங்கம்மருவியகாலம்-பதினெண்கீழ்க்கணக்குநூல்கள்-வகைகள் காப்பியஇலக்கியவரலாறு - ஐம்பெருங்காப்பயங்கள்-சிறுகாப்பியங்கள்-காப்பியக்கூறுகள்

கூறு-4

புதினம் :தேடல்

கூறு-5

அடிப்படைஇலக்கணம் முதல்,சார்புஎழுத்துக்கள்,மொழிமுதல்,இறுதிஎழுத்துக்கள்,வல்லினம்மிகும்மிகாஇடங்கள்.

பாடநூல்:

- 1.தமிழ் இலக்கியவரலாறு
முனைவர்ச.வே.சுப்பிரமணியன்
மணிவாசகர்பதிப்பகம், 31,சிங்கர்தெரு,பாரிமுனை,
சென்னை-600 108.
- 2.நன்னூல்-எழுத்ததிகாரம்
முனைவர்ச.அழகேசன்உரை
சுதன்பதிப்பகம், தூத்துக்குடி.
- 3.தேடல் - பொன்னீலன்
ஒன்பதாம்பதிப்பு, நியூபுக்ஹவுஸ்வெளியீடு
சென்னை-98.

Course Code	Course Name	L	T	P	C
BAE17R117	Hindi - I	2	0	0	2

COMMON TO ALL UG COURSES (1st PATTERN)

PAPER 1- PROSE, ONE ACT PLAY, LETTER CORRESPONDENCE, VYAKARAN, TRANSLATION

UNIT -1- PROSE

1. BADE GHAR KI BETI - PREMCHAND
2. UTAH - RAMCHANDAR SHUKLA
3. PURUSKAR - JAYSHANKAR PRASAD
4. SHYAMAL BHADHAL - MAHADEVI VARMA
5. KAANTONG MEM RAAH BANATHE HI - RAMDHAARISINGH DHINKAR

UNIT – 2- ONE ACT PLAY

1. REED KI HADDI - JAGDISH CHANDR MATHUR
2. DHO KALAKAR - MANNU BHANDARI

UNIT – 3 – CORRESPONDENCE

1. OFFICIAL LETTER
2. DEMI OFFICIAL LETTER

UNIT – 4 – VYAKARAN

1. SANYA
2. SARVANAM
3. VISESHAN

UNIT – 5 – TRANSLATION

1. ENGLISH TO HINDI (LESSON 1 TO 5)
2. HINDI TO ENGLISH (LESSON 1 TO 5)

TEXT BOOK

1. PRAYOGAN MOOLAK HINDI-2015 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
2. HINDI VYAKARAN PRADHEEP – 2014 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
3. HINDI PRACHAR VAHINI –II -2017 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
4. NAVEEN BADHYA CHAINIKA - III- 2016 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
5. NIBANDH SAURAB -2016 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI

Course Code	Course Name	L	T	P	C
CSHM17R181	Basic Food Production I	0	0	4	4

COURSE OUTCOMES:

Students are able

CO1: To learn the Personal and Workplace Hygiene

CO2: To know about the various layouts of Kitchen department.

CO3: To know the basic kitchen equipment's and its uses

CO4: To know the basics about stocks, sauces and its derivatives

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3	1							2	3	2	
CO2		2		3					1		2	
CO3		1	2								2	1
CO4	2		1		3					2	1	3

PRACTICAL CONTENTS:

1. Understanding Personal Hygiene & Kitchen Hygiene
2. Grooming for Professional Kitchen –Do's & Don'ts
3. Understanding kitchen Layouts.
4. Familiarization with kitchen equipment's and tools
5. Fuels –Their usage and precautions
6. Kitchen First Aid
7. Handling Fire
8. Familiarization, identification of commonly used ingredients in kitchen
9. Preparation of Stocks, Mother Sauces and at least two derivatives each
10. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

SUGGESTED READINGS:

1. Krishna Arora, "Theory of Cookery", Frank Brothers Published Limited, Edition 2002.
2. Kinton and Cesarani, "Theory of catering", A Division of Hodder and Head line PLC, Ninth Edition 2000.

Course Code	Course Name	L	T	P	C
CSHM17R182	Basic F&B Service	0	0	4	4

COURSE OUTCOMES:

Students are able

CO1: To learn about the Do's and Don'ts in a restaurant

CO2: To understand about the various F&B service outlets in the hotels.

CO3: To Familiarization about the service equipment's and its uses

CO4: To know the basic service about water and soups and table laying methods.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3				2				1		3	2
CO2				1		3				3	1	2
CO3	3				1				2		1	2
CO4				1		2					2	1

PRACTICAL CONTENT

1. Understanding Personal Hygiene & Food Service Hygiene
2. Grooming for Professional Food Service – Do's & Don'ts
3. Understanding Food Service Outlets.
4. Familiarization with Food Service equipment's and tools
5. Fires – Their usage and precautions while dealing with them in F & B Outlets
6. Handling Fire and Emergency Procedures
7. Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F & B Outlets
8. Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
9. Understanding Service Methods, setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

SUGGESTED READINGS:

1. Food & Beverage Service – Dennis R. Lillicrap & Johnson A. Cousines
Publisher: ELBS
2. Food & Beverage Service Training Manual – Sudhir Andrews Tata McGraw Hill
3. Food & Beverage Service – R. Singaravelavan, Oxford University Press.

Course Code	Course Name	L	T	P	C
CSHM17R183	Basic Accommodation and Front Office Operation – I	0	0	4	4

COURSE OUTCOMES:

Students are able

CO1: To learn about the layout of Front office and Housekeeping departments

CO2: To understand about the rooms and its amenities.

CO3: To Familiarization about the service equipment's and its uses

CO4: To know the basic procedure of welcoming guest and telephone handling.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1		2						3		1	2
CO2	3		2		1					3	1	2
CO3	2		3						1		2	1
CO4	1		3								1	2

PRACTICAL CONTENT

1. Understanding Personal Hygiene Grooming Standards
2. Understanding Layouts of Front Office and Housekeeping.
3. Familiarization with Front Office Equipment's.
4. Identification of Housekeeping Equipment's (Manual & Mechanical)
5. Guest Room layout (Single, Double, Twin, Suite)
6. Placement of Standard Guestroom Supplies (Standard, Suite, VIP Rooms)
7. Welcoming of Guests
8. Telephone Handling
9. Chamber Maid Trolley Setup
10. Hotel Terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credits equivalence.

SUGGESTED READINGS:

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox(ELBS).
2. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGrawHill.
3. Hotel Housekeeping Operations & Management – Raghubalan, Oxford UniversityPress.
4. Front Office Training manual – Sudhir Andrews. Publisher: Tata McGrawHill
5. Front Office Operation Management- S.K Bhatnagar, Publisher: FrankBrothers

II:

Course Code	Course Name	L	T	P	C
CSHM17R104	Introduction to Cookery	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To understand various types of cooking along with HACCP Standards.

CO2: To Know about the different meats and poultry and its uses.

CO3: To understand the various types of fish cooking methods

CO4: To learn about cuts of vegetables used in kitchens of a Hotel.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	2				3					3	2
CO2	3				1	2				3	2	1
CO3		3			1	2					2	1
CO4		2			1				3	1	3	2

COURSE CONTENTS:

UNIT– 1 METHODS OF COOKING:

(12 Hours)

Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and others such media; HACCP Standards and Professional Kitchens.

UNIT– 2 EGGS, POULTRY AND MEAT:

(12 Hours)

Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swine's), Categories, Cuts of Meat, Storage and handling.

UNIT– 3 FISHES IN COOKING:

(12 Hours)

Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

UNIT-4 VEGETABLE, CUTS&COOKERY:

(12 Hours)

Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnip

SUGGESTED READINGS:

1. Modern Cookery – Thangam E. Philip OrientLongman
2. Food Production Operations – Parvinder Bali Oxford UniversityPress

Course Code	Course Name	L	T	P	C
CSHM17R105	F&B Service – II	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To learn about beverages, non – alcoholic beverages and the types of mock tails prepared.

CO2: To know the organization structure, layout and service methods in coffee shop & Restaurant.

CO3: To learn the methods used in receiving guests, coordinating with other departments.

CO4: To understand the operations of In Room Dining or Room Service in a hotel.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1			2	3					1	2	3
CO2	1	3		2						3	1	2
CO3	3			1			2				1	2
CO4	1					3			2	3	2	1

COURSE CONTENTS:

UNIT-1 NON-ALCOHOLIC BEVERAGES&MOCKTAILS: (12 Hours)

Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques; Mock tails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

UNIT-2 COFFEE SHOP & BREAKFAST SERVICE: (12 Hours)

Introduction - Coffee Shop – Layout - Organization Structure – Duties & Responsibilities
Types of Plans - Breakfast: Concept -Types & classification - Breakfast Mise en Place& Mise en Scene – Popular Breakfast dishes

UNIT-3 FOOD AND BEVERAGE SERVICES IN RESTAURANTS: (12 Hours)

Introduction - Concept of Restaurant - Types of Restaurants - Salient features of restaurant
R Setup of Restaurants and their Layouts - Method and procedure of receiving guests, taking guest orders - Coordination with other departments - Service equipment uses and its maintenance - furniture and fixtures used in the restaurant and their use and maintenance, Theme and Specialty Restaurants, Celebrity Restaurants.

UNIT-4 ROOM SERVICE / INROOM DINNING:**(12 Hours)**

Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Room Service Equipment's, Upkeep and Storage, Understanding Guest expectations in Room Service, Order taking Procedure at room service - Set up of Trays & Trolleys, Presentation of Bills, Clearance, Room Service Dos & Don'ts. Mini bar Management in Guest Rooms.

SUGGESTED READINGS:

1. Food & Beverage Service – Lillicrap & John A Cousines Publisher:ELBS
2. Food & Beverage Service – Sudhir Andrews, Tata McGrawHill

Course Code	Course Name	L	T	P	C
CSHM17R106	Accommodation Operation – II	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To understand the cleaning agents, equipment's and maintaining of various surfaces.

CO2: To learn the housekeeping control desk operations and procedures followed on routine basis.

CO3: To acquire knowledge about the front desk, reservation procedures and issues in handling.

CO4: To Know about the procedures for servicing various guest rooms in a hotel.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1		2			3					3	2
CO2			1			2		3		1	3	2
CO3	1			2		3					2	1
CO4	2		3						1		2	1

COURSE CONTENTS:

UNIT– 1 PLANNINGHOUSEKEEPINGPROCEDURES: (12 Hours)

Planningprocess,FrequencySchedules,DailyRoutineandSystems,(Briefing,Debriefing, ProceedingforDay'sworkandHandoverofKeys)HousekeepingControlDesk:Importance,Role, Coordination, check list, key control; Files, Forms and Registers used in the ControlDesk.

UNIT–2HOUSEKEEPINGINVENTORIES: (12Hours)

Types of soil, Standards of cleaning, Principles of Cleaning - Cleaning Agents, PH Scale, Characteristics; Cleaning Equipment: Types, Characteristics of Good equipment, Storage, and Maintenance; Public area cleaning & Checklist, Care and Cleaning of Different Surfaces.

UNIT-3 GUEST CYCLE &ROOMRESERVATIONS: (12 Hours)

Front desk equipment's, Guest Cycle: Pre-arrival, Arrival, Stay, Departure and Post departure; Reservation: Importance, Types, Modes, Sources, Systems, Processing of reservation, Cancellation, Reservation Reports, Room tariff fixation (Rule of Thumb, Hubbart Formula)

UNIT – 4 GUESTROOMSERVICING: (12Hours)

ServicingofGuestRooms:Occupied/Departure/Vacant/OOO/OOS/VIProoms,Bed Making Procedure, Special Cleaning, Weekly Cleaning, Spring Cleaning, Evening service / Turn Down

Service, Placement of Guest supplies and amenities, Use of Maids Cart &Caddy.

SUGGESTED READINGS:

1. Hotel Housekeeping operations and Management – G.Raghubalan and SmriteeRaghubalan
– Oxford University Press
2. Hotel Housekeeping Training Manual – Sudhir Andrews, Tata McGrawHill
3. Hotel Front Office Training Manual – Tata McGraw Hill, SudhirAndrews

Course Code	Course Name	L	T	P	C
CSHM17R107	Nutrition and Dietetics	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To understand the practices and necessity of personal hygiene in food industry

CO2: To learn about the microbes and bacteria's which ferment, spoil and study the morphology of microorganisms.

CO3: To update the knowledge of carbohydrates, its classification, recommended daily allowance of intake of food.

CO4: To acquire knowledge about the composition, saturates and unsaturated fats used in cooking

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1			3		2					2	1
CO2	1			2		3					2	
CO3		1		2					3		2	1
CO4	1			2		3					1	2

COURSE CONTENT

UNIT – 1 IMPORTANCE OF HYGIENE IN THE CATERING INDUSTRY: (9 Hours)

Introduction-Definitions - Hygiene & Sanitation-Significance of Hygiene & Sanitation in the Food Industry- Necessity of Personal Hygiene-Health of Staff-Sanitary Practices-Protective clothing.

UNIT – 2 FOOD MICROBIOLOGY: (9 Hours)

Classification & Morphology of Micro-Organisms - Factors affecting growth of Micro-Organisms-Control of Micro-Organisms in relation to Food Preservation-Harmful and useful micro-organisms in the food industry - Role of micro-organisms in the production of fermented foods, Dairy Products, Bakery Products, Alcoholic Beverages & Vinegar. Food Poisoning & Food Infection, Non-Bacterial Metal Poisoning-Natural Toxins present in food.

UNIT – 3 CARBOHYDRATES: (9 Hours)

Definition, Composition, Classification, Food Sources (Good and Poor Sources), Functions in Human Body, Recommended Daily Allowance in India (RDA), Importance of Fiber, Effect of deficiency & excess intake. Proteins: Definition, Composition, Essential and Non-essential Amino Acids, Protein Quality (only Concept),

UNIT – 4 FATS, OILS&VITAMINS:

(9 Hours)

Definition, Composition, Saturated and Unsaturated fatty acids, Cholesterol (a brief note), Food sources of: (Fat, Oil, Saturated fatty acid, Unsaturated fatty acid Cholesterol), Rancidity of Oil (Concept and Prevention), RDA (Adolescents and adults), Effect of deficiency & excess, Functions. **VITAMINS:** Definition, Classification -Fat Soluble Vitamins (A, D,E,K) – Functions, Food Sources, Name of the deficiency-disease and symptoms- Water Soluble Vitamins (B Complex and C) - Names of all B-Complex, B1, B2, Niacin, and Vitamin C with reference to –Functions, Sources, Deficiency diseases and its symptoms.

SUGGESTED READING:

1. Dr. M.S. Swaminathan, Hand Book of Food and Nutrition, Bangalore printing andpublishing Co.Ltd.1988.
2. Shubhangi Joshi, Nutrition and Dietetics, 2nd edition, Tata McGraw – Hill publishing company Limited, New Delhi,2002.

Course Code	Course Name	L	T	P	C
CHY17R103	Environmental Studies	2	0	0	2

Course Outcomes: -

Students are able to

CO1: To know about the definition, scope, and role of environmental management.

CO2: To know about Renewable and non – renewable resources.

CO3: To know about the eco systems and ecology, its structure, food chains and food webs. **CO4:** To know about Bio diversity and its conservation, global warming and Ozone depletion. **CO5:** To know about pollution and its types, nuclear hazards, solid waste management.

UNIT- I - MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES

Definition, scope and importance - Role of Environmental Management in the Hospitality Industry.- India's efforts for Environmental Protection and Public Policy - Introduction, Constitutional provision, and environment protection enactments, specific direction towards Sustainable Development and environment, project tiger - Need for Public Awareness. A-UN conference on human environment -1972 - B-Environmental education conference - C-Earth Summit- 1992 - D-UNDP support of environment protection for India.

UNIT – II - RENEWABLE AND NON- RENEWABLE RESOURCES:

Natural Resources and Associated Problems. - Forest resources: Use and over exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people

Water resources: Use and overutilization of surface and groundwater, floods, drought, conflicts over water, dams-benefits and problems - Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. - Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies -Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources, case studies- Land resources: Land as resource, land degradation, man induced landslides, soil erosion and desertification. - Role of an individual in conservation of natural resources. - Equitable use of resources for sustainable lifestyles. - Global warming, effects of global warming, ozone depletion, how to combat global warming.

UNIT – III - ECOSYSTEMS AND ECOLOGY:

Concept of an ecosystem - Structure and function of an ecosystem - Producers, consumers and decomposers - Energy flow in the ecosystem - Ecological succession - Food chains, food webs and ecological pyramids - Introduction, types, characteristic features, structure and function of the following ecosystem:-Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems(ponds, streams, lakes, rivers, oceans, estuaries).

UNIT – IV - BIODIVERSITY AND ITS CONSERVATION:

Introduction-Definition: genetic, species and ecosystem diversity.-Biogeographical classification of India. - Value of Biodiversity.: consumptive use, productive use, social ,ethical, Aesthetic and option values - Biodiversity at global, national and local levels - India as a mega-diversity nation - Hot- spots of biodiversity-Threats to biodiversity: habitat loss, poaching of wildlife, man-

wildlifeconflicts-Endangered and endemic species of India - Conservation of Biodiversity: In-situ Ex-situ conservation of Biodiversity - Global warming, Effects of Global warming, Ozone depletion, how to come back global warming, India's faces through negotiations onCFC.

UNIT – V - ENVIRONMENTAL POLLUTION, MANAGEMENT AND PROBLEMS VIS-À-VIS ENVIRONMENT MANAGEMENT STANDARDS THROUGH ISO-14000: AND ISO -14001.

Definition - Cause, effects and control measures of: - Air Pollution - Water Pollution - Soil Pollution

- Marine Pollution - Noise Pollution - Thermal Pollution - Nuclear Hazards- Solid Waste Management
- Role of an individual in prevention of pollution

REFERENCES

1. Environmental Management for Hotels: A student's Handbook By David Kirk
Publisher: Butterworth- Heinemann; StudentEdition
2. UGC Study Material on Environmental Studies Ecotourism By David Weaver Publisher
:Wiley

BAE17R215–	L	T	P	Credit
தமிழ்இலக்கியவரலாறும்புதுக்கவிதையும்	3	0	0	3
Pre-requisite: NIL		Course Category: Language 3		
		Course Type: Theory		

கூறு-1

(12 Hours)

பல்லவர்காலம்-சைவவைணவப்பாடல்கள்-சைவசமயக்குரவர்நால்வர்-
வரலாறு,சிறப்புகள்)பன்னிருதிருமுறைகள்-வைணவசமயஆழ்வார்கள்(வரலாறு,சிறப்புகள்)-
நாலயிரதிவ்வியப்பிரபந்தங்கள்-சிறப்புகள்

கூறு-2

(12 Hours)

சோழர்காலம்ஆட்சிமுறை-உள்ளாட்சிஅமைப்பு-ஐம்பெருங்குழு-எண்பேராயம்-சிறுநிலக்கியகாலம்-
-வகைகள்(பிள்ளைத்தமிழ்,தூது,குறவஞ்சிமுதலியஇலக்கியங்கள்)
தனிப்பாடல்களும்பிற்காலப்புவர்க்களும்-
சித்தர்பாடல்கள்,காளமேகம்,அவ்வையார்,குமரகுருபரர்முதலியோர்-
நாடகஇலக்கியங்களின்வகைகள்-விடுதலைப்போரில்தமிழ்நாடகங்கள் -சங்கரதாஸ்சுவாமிகள்-
பம்மல்சம்பந்தமுதலியார்முதலியோர்தொண்டு

கூறு-3

(12 Hours)

உரைநடைவளர்ச்சி- கிறித்துவர்தமிழ்த்தொண்டு-வீரமாமுனிவர்முதலியோர்தமிழ்ப்பணி-
தனித்தமிழ்இயக்கம்-சூரியநாராயணசாஸ்திரி,மறைமலையடிகள்தொண்டு-
நாடகங்களின்வகைகள்உரைநடைவளர்ச்சி- தனித்தமிழ்இயக்கம்- சூரியநாராயணசாஸ்திரி-
மறைமலையடிகள்தொண்டு-நாடகங்களின்வகைகள்புதுக்கவிதை-படைப்பாளர்கள்-
வானம்பாடிமுதலியஇயக்கங்கள்-எழுத்துமுதலியஇலக்கியஇதழ்கள்-சிறுகதைவளர்ச்சி-
புதுமைப்பித்தன்முதலியபடைப்பாளர்கள்-மணிக்கொடிகாலம்-
நாவல்வளர்ச்சி(முதல்மூன்றுநாவல்கள்) நாவல்வகைகள்-ஹைக்கூக்கவிதை-
சென்ட்ரியோக்கவிதைகள்

கூறு-4

(12 Hours)

ஊசிகள் (புதுக்கவிதைத்தொகுப்பு)

கூறு-5

(12 Hours)

அடிப்படைஇலக்கணம் - சொல்வகைகள் (பெயர்,வினை,இடை,உரிச்சொற்கள்-இலக்கணம்-
வகைகள்

பாடநூல்:

1.தமிழ் இலக்கியவரலாறு

முனைவர்ச.வே.சுப்பிரமணியன், மணிவாசகர்பதிப்பகம், ஏழாம்பதிப்பு: செப்டம்பர்,2010,
31,சிங்கர் தெரு,பாரிமுனை, சென்னை-600 108

2.நன்னூல்-சொல்லதிகாரம், முனைவர்ச.அழகேசன்உரை, சுதன்பதிப்பகம்,
தூத்துக்குடி

3. ஊசிகள், மீரா, கௌராபதிப்பகம், சென்னை.

Course Code	Course Name	L	T	P	C
BAE17R118	Hindi - II	3	0	0	3

COMMON TO ALL UG COURSES (IInd PATTERN)
PAPER – II – POETRY, STORY , VYAKARAN , ADMINISTRATIVE HINDI ,
TRANSLATION.

UNIT – I - POETRY :

- | | |
|--------------------------|------------------------|
| 1. KABIR , TULSI , RAHIM | |
| 2. MAATHRUBUMI | - MYTHILI SHARAN GUPTH |
| 3. PANCHJANYA | - HARIVAMSROY BACHAN |

UNIT – 2 - STORY :

- | | |
|----------------|-----------------------------|
| 1. MERI PATHNI | - MINIMANIKYAM NARASIMA RAO |
| 2. MRUTHUDHAND | - KRISHNAMOORTHY |

UNIT -3 - VYAKARAN :

1. KRIYA
2. KRIYA VISESHAN
3. 'NE' KA PRAYOG

UNIT – 4 - ADMINISTRATIVE HINDI :

1. ADMINISTRATIVE WORDS
2. ANUVAD KI PARIBHASHA EVAM BHED

UNIT – 5 - TRANSLATION :

1. ENGLISH TO HINDI (LESSON 6 TO 10)
2. HINDI TO ENGLISH (LESSON 6 TO 10)

TEXT BOOK

1. DHAKSHINA KADHAYENG - 2016 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
2. HINDI VYAKARAN PRADHEEP – 2014 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
3. HINDI PRACHAR VAHINI –II -2017 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI
4. NAVEEN BADHYA CHAINIKA - III- 2016 DHAKSHINA BHARAT HINDI PRACHAR SABHA CHENNAI

Course Code	Course Name	L	T	P	C
CSHM17R184	Introduction to Cookery	0	0	4	4

COURSE OUTCOMES:

Students are able

CO1: To Understand the principles of cooking and HACCP standards followed in kitchen

CO2: To understand about the Do's and Don'ts in Kitchen.

CO3: To Familiarization with simple cuts of vegetables and cooking methods

CO4: To understand about the simple breakfast preparations.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	2				3					3	2
CO2		3			1	2					2	1
CO3		3			1	2					2	1
CO4		2			1					1	3	2

PRACTICAL CONTENT

1. Understanding Methods of Cooking & HACCP Standards
2. Cooking in Professional Kitchen –Do's & Don'ts
3. Understanding Eggs and their simple Breakfast Preparations; Preparation of:
Hard- & soft-boiled eggs, Fried eggs, Poached eggs, Scrambled eggs, Omelet's
(Plain, Spanish, Stuffed)
4. Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
5. Vegetables –Their usage and cooking precautions
6. Cuts of vegetables
 - a. Julienne – Jardiniere – Dices – Cubes – Macedoine – Paysanne - Shredding
 - b. Mire-poix
7. Blanching of Tomatoes and Capsicum.
8. Cooking vegetables:
9. Boiling (potatoes, peas) - Frying (Aubergine, Potatoes) - Steaming (Cabbage)
10. Braising (Potatoes) - Braising (Onions, cabbage) - Simple Vegetable and Meat Cookery
11. Identification of types of rice varieties & pulses.
12. Simple preparation of Boiled rice (Draining & Absorption) method.
13. Fried rice.
14. Simple dal preparation

15. Wheat, products like making chapattis, parathas, phulkas, Kulchas&puris.
16. Simple BreakfastPreparations:
17. Preparation of Puri / Bhaji, Aloo Paratha, CholaBhatura,
18. Preparation of ContinentalBreakfast

SUGGESTED READING:

1. Modern Cookery – Thangam E. Philip OrientLongman
2. Food Production Operations – Parvinder Bali Oxford UniversityPress

Course Code	Course Name	L	T	P	C
CSHM17R185	F&B Service - II	0	0	4	4

COURSE OUTCOMES:

Students are able

CO1: To understand about the classification of beverages

CO2: To understand about the presentation and service of Mocktails.

CO3: To Familiarization about the service of breakfast dishes and its preparation methods

CO4: To know the basic procedure of taking order and service.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1				2	3	1				1	2	
CO2		3		2		1					1	2
CO3	1			3			2				1	2
CO4		1	2			3				1	2	

PRACTICAL CONTENT

1. Understanding Non-Alcoholic Beverages, Types & Service Techniques
2. Guest Interactions while on Food Service – Do's & Don'ts
3. Understanding Mock tails, Their Presentation and Services (At least ten types of Mock tails)
4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
5. Familiarization with Food Service in Restaurants (Receiving Guests, Table Layouts, complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
6. Restaurant Services – Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests,
7. Food Pickup Procedures, Clearance and Dishwashing Procedures
8. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Food Pickup Procedure,
9. Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

SUGGESTED READINGS:

1. Food & Beverage Service – Lillicrap & John A Cousines Publisher:ELBS
2. Food & Beverage Service – Sudhir Andrews, Tata McGrawHill
3. Food & Beverage Service – R.Singaravelavan, Oxford UniversityPress

Course Code	Course Name	L	T	P	C
CSHM17R186	Accommodation and Operations - II	0	0	4	4

COURSE OUTCOMES:

Students are able

CO1: To understand about handling of cleaning agents

CO2: To understand about the various cleaning procedures.

CO3: To Familiarization about various surfaces in Hotel industry

CO4: To know the basic procedure of filling carious forms and handling various registers.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1		2					3			3	2
CO2			1			2		3		1		3
CO3				2				3	1		2	1
CO4	1		2				3			1	2	

PRACTICAL CONTENT

1. Identification and Handling of cleaningagents.
2. Cleaning procedure: dusting – sweeping – mopping – scrubbing – polishing –vacuuming
spot cleaning
3. Frequency & organization of Cleaning: daily cleaning – weekly cleaning – periodic cleaning
– Team cleaning – blockcleaning.
4. Cleaning of different surfaces – (windows, carpet, metal surfaces, tiles, marbleand granite)
5. Filling up forms & Registers at Controldesk.
6. Dealing with Lost & Found, KeyControl
7. Skills to handle to telephones at thereception.
8. Study of countries, capitals, currencies, airlines and flagschart
9. Role Play: At the porch, Guest driving in, Doorman opening door and salutingguest; Calling
bellboy
10. At the Front Desk: Guest arriving; greeting & offering welcome drink andguest interactions.

SUGGESTED READING:

1. Hotel Front office Training Manual – Sudhir Andrews Tata McGrawHill
2. Hotel Housekeeping Training Manual - Sudhir Andrews Tata McGrawHill
3. Hotel Housekeeping Operations and Management – G.Raghubalan, Oxford University Press.

III:

Course Code	Course Name	L	T	P	C
CSHM17R187	Industrial Training	0	0	48	16

INDUSTRIAL EXPOSURE (SEMESTER– III)

TRAINING SCHEDULE:

Duration of Exposure: 15-24 weeks

Leave Formalities: I weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days =90days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations.

Such students will be treated as 'absent' in industrial training and results. The training in I necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convener / H.O.D for Industrial exposure from parent Institute.

TRAINING SCHEDULE

Housekeeping: 3-4 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 4-5 weeks; Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed. Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for Training shall be based on following

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

Log books and attendance, Appraisals, Report and presentation, as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in I on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

The Training Report will be submitted in the form specified as under:

1. The typing should be done on both sides of the paper (instead of single side printing)
2. The font size should be 12 with Times New Roman font.
3. The Training Report may be typed in 1.5 line spacing.
4. The paper should be A-4 size.
5. Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.
6. Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:
7. Logbook.
8. Appraisal
9. A copy of the training certificate.
10. IT Report in all four Departments.
11. Power Point presentation on a CD, based on the training report.
12. Attendance sheet.
13. Leave card.

For distribution of marks refer to details on Course structure / Credit Distribution. During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of internship:

WHAT TO OBSERVE

Food Production Industry Operations

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la carte orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: Ala Carte Kitchen & Banquet Kitchen
21. Rechauffe / Leftover Cooking

BANQUETS:

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes and sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f&b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens

14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT / BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bartender

ROOM SERVICE / IN ROOM DINING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions / procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispensing Bars

ACCOMMODATION OPERATIONS (ROOMS)

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guest room bathroom.
5. Understand the procedure for procurement and replenishment of guest supplies.
6. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V. etc
7. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
8. Observe how woodwork, brass work are kept spotlessly clean and polished
9. Observe procedure for handling soiled linen & Procurement of fresh linen
10. Observe the procedure for Freshen up and Turn down service
11. Observe room layout, color themes and furnishings used in various categories and types
12. Carpet brushing and vacuum cleaning procedure
13. Window panes and glass cleaning procedure and frequency
14. Observe maintenance of cleaning procedure and frequency
15. Understand policy and procedure for day-to-day cleaning
16. Observe methods of stain removal
17. Understand the room attendant's checklist and other forms used
18. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of LogBook
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA:

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observe tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe overbooking
24. Group and crew rooming, pre-preparation and procedures

25. Scanty baggage policy
26. Handling of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, request etc
- 29.

BELL DESK / CONCIERGE FUNCTIONS:

luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.

TRAVEL DESK:

Co-ordination, booking, transfers etc.

Personality Skills for Hospitality – Learning from Industry

WHAT TO OBSERVE

Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening

Etiquettes & Manners

Social & Business Dining Etiquettes, Social & Travel Etiquettes

Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

Group Discussion

Team Behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent

Presentation

Presentation skills, seminars skills role – plays

Electronic Communication Techniques:

Email, Fax

IV

Course Code	Course Name	L	T	P	C
CSHM17R210	Advanced Food Production – I	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To know the principles and philosophies of Indian cuisine and its key features

CO2: To acquire the basic knowledge of herbs and spices used in Indian cuisine.

CO3: To study the Masala, pastes and gravies prepared in different regional in Indian subcontinent.

CO4: To study the process of food flavouring and colouring agents used in Indian kitchens.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1		3		1		2				3	2	1
CO2		3		2	1						2	
CO3	1	2		3						3	1	2
CO4	1	2							3		2	1

COURSE CONTENT

UNIT– 1INDIANCOOKING:

(12Hours)

Introduction,PhilosophyofIndianFood,ThegreatIndianCuisine–Keyfeatures,Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India, North, East, South, Seat and Central India its salient features andcooking).

UNIT–2 CONDIMENTS, HERBS AND SPICES USED IN INDIAN CUISINE:

(12 Hours)

Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

UNIT– 3 MASALAS, PASTES AND GRAVIES ININDIANCOOKING:

(12 Hours)

Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas,PastesusedinIndianCooking,Purchasing,StoringConsiderations.BasicIndianGravies: Introduction, Gravies and Curries, Regional Gravies, GravyPreparations.

UNIT-4 COMMODITIES AND THEIR USAGE IN INDIAN KITCHENS:
(12 Hours)

Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

SUGGESTED READING:

1. Food Production- Parvinder Bali – Oxford University Press
2. Modern Cookery – Thangam E Philip – Orient Longman

Course Code	Course Name	L	T	P	C
CSHM17R214	Advanced F&B Management	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To plan and organize a restaurant with suitable menu under various themes.

CO2: To organize the buffet setup in a restaurant or banquet hall with related equipment's.

CO3: To control the expenses and cost in food and beverage operations.

CO4: To study about the budget, objectives and control methods in F&B management.

CO - PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1			3				2			3	2
CO2	1			2		3					2	1
CO3		2		1					3		1	2
CO4	1			2					3		2	1

COURSE CONTENT

UNIT-1 RESTAURANT & MENU PLANNING

(12Hours)

Restaurant Planning: Introduction, Ancillary areas, Factors to be considering while planning Menu – Lighting - Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions; Preparation of Flambé & Gueridon Service; things to consider – advantages and disadvantages. Menu Planning: Introduction, Types of Menu Planning Considerations & Constraints.

UNIT – 2 BUFFET & ITS SETUPS

(12 Hours)

Buffet: Introduction - Types of buffet setup - Equipment's used – Organization structure of Banquet – Duties & Responsibilities - Booking Procedure – Function Prospectus – Format & Purpose – Toast - Procedure for toast.

UNIT-3 COST CONTROL IN F&B OPERATIONS

(12 Hours)

F & B Control- Overview: Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control. Cost & Sales, Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of Expressing sales concepts; Cost volume (Break even analysis)

UNIT –4: BUDGETING

(12 Hours)

Budgetary Control: Introduction, Objectives, Kind of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F&B Operations Food & Beverage Control: Purchasing

Control, Receiving Control, Storing and Issuing Control, Menu Engineering, Menu as an In-House Marketing Tool.

SUGGESTED READINGS:

1. Food & Beverage Service – Lillicrap & John A Cousins Publisher: ELBS
2. Food & Beverage Service – Sudhir Andrews, Tata McGraw Hill
3. Food & Beverage Service – R. Singaravelavan, Oxford University Press

Course Code	Course Name	L	T	P	C
CSHM17R215	Front Office Management	4	0	0	4

COURSE OUTCOMES: -

Students are able

CO1: To understand the process of cleaning the areas and works performed in control desk.

CO2: To provide the special provisions for differently abled and safety to guests in a hotel.

CO3: To update the knowledge on guest registration procedures, dealing with special requests.

CO4: To learn about the skills required for departure, post departure and night auditing.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1			1			3	2				2	1
CO2	1		2			3				3	2	1
CO3	2		3			1					1	2
CO4	3		2			1				3	2	1

COURSE CONTENT:

UNIT– 1 PUBLIC AREA, ANDPEST CONTROL:

(12 Hours)

Cleaning of Public Areas: Cleaning and upkeep of Public areas, (Lobby, Cloak rooms / Restaurant / bar / banquet Halls / Administration offices / Lifts and Elevators / Staircase / back areas / Front areas / Corridor); Pest Control: Types of pests, Control procedures.

UNIT–2 SPECIAL PROVISIONS, SAFETYANDSECURITY:

(12Hours)

Guest room & Public Areas: designing for physically challenged; (Wash rooms, restaurants, main entrance etc); Safety and security: Fire Safety, Crime prevention, Control of Keys, Thefts, Accidents, Single lady guests, Children, Sickness and death; Handling unusual events and situations.

UNIT – 3 REGISTRATION ANDGUESTSERVICES:

(12 Hours)

Registration:Process,procedure,RegistrationformandCForm,Scantybaggage,Passport, Visa, No Shows, Registration Records; Guest Services: Message Handling, paging, Safe deposit locker and left luggage handling procedure, foreign currency handling, wake-up call, Lost and found; GuestsComplaints.

UNIT – 4 GUEST DEPARTURES ANDNIGHT AUDITING:

(12 Hours)

Departure procedure, mode of settlement of bills – cash settlement, card settlement,

credit settlement; Potential check-out problems and solutions; express & late check out, post Departure services, Types of vouchers and Night Auditing, preparing the reports and updating the system.

SUGGESTED READING:

1. Hotel Front office Operations – J.S. Tewari – Oxford University Press
2. Hotel Housekeeping Operations and Management – G.Raghubalan, Oxford University Press
3. Hotel Housekeeping – Dr. Malini Singh – Tata McGraw Hill India
4. Hotel front Office Training Manual – Sudhir Andrews – Tata McGrawHill.

Course Code	Course Name	L	T	P	C
CSHM17R212	Foreign Language Skills	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To learn about pronunciation, alphabets and weights in French

CO2: To study the names of vegetables and fruits.

CO3: To know the names of countries and nationalities, Hotel Terminologies

CO4: To converse with a waiter about French classical menu in a restaurant.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1					3			2	3	2	1
CO2	3				2		1				1	2
CO3	1				3		2				1	2
CO4	3					2			1	1	3	2

COURSE CONTENTS

UNIT-1: (9 Hours)

Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs :etre and avoir

UNIT-2: (9 Hours)

Name of vegetables and fruits; Days of the week; Months of the year; Date; Restaurant Brigade; Service terminologies;

UNIT-3: (9 Hours)

Name of the Countries and their Nationalities; Kitchen Brigade – Kitchen Terminologies
Simple conversation with receptionist

UNIT -4 : (9 Hours)

The French Classical Menu with classic - examples of each course - Simple conversation with waiter

SUGGESTED READINGS:

1. Larousse compact Dictionary: French-English/English-French
2. Conjugaison - Le Robert & Nathan
3. Larousse French Grammar
4. Grammaire Collection "Le Nouvel Entraînez-vous" level debutant
5. Parlez à l'hôtel by A. Talukdar
6. A Votre Service I
7. French for Hotel and Tourism Industry by S. Bhattacharya
8. Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
9. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

Course Code	Course Name	L	T	P	C
CSHM17R287	Advanced Food Production – I	0	0	2	2

COURSE OUTCOMES:

Students are able

CO1: To understand about various regions in India

CO2: To explain about the condiments, herbs and spices used in various regions in India.

CO3: To understand about the various gravies used in Indian Cuisine

CO4: To know the importance of condiments in Indian Cuisine and its medicinal benefits

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3			2	1					3	2	
CO2	3			1	2						3	2
CO3	2					1			3	3	2	1
CO4	2				2				1	3	2	1

PRACTICAL CONTENT

- Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its salient features and cooking).
- Condiments, Herbs & Spices in Indian Kitchen – Do's & Dont's
- Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
 - MakhniGravy
 - GreenGravy
 - WhiteGravy
 - LababdarGravy
 - KadhaiGravy
 - AchariGravy
 - Malai KoftaGravy
 - YakhniGravy
 - YellowGravy
 - KormaGravy
- Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

Reference Books:

1. Krishna Arora, “Theory Of Cookery”, Frank Brothers Published Limited, Edition 2002.
2. Kinton and Cesarani, “Theory of Catering”, A division of Hodder and Head line PLC, Tenth Edition 2003.
3. Kinton and Cesarani, “Practical Cookery”, A division of Hodder and Head line PLC, Ninth Edition 2000.

Course Code	Course Name	L	T	P	C
CSHM17R288	Advanced F&B Management	0	0	2	2

COURSE OUTCOMES:

Students are able

CO1: To understand about the basic Calculation of Menu Engineering

CO2: To understand about the procedures of booking function, setup and payments.

CO3: To Familiarization about planning and managing buffet

CO4: To know the basic procedure of gueridon service and its techniques

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3				1		2				1	2
CO2	1			3	2						2	1
CO3	3			1	2					3	2	
CO4	1			2	3					3	1	

PRACTICAL CONTENT:

Menu Engineering Calculation

- Finding Food Cost
- Total Sale
- Profit
- Menu Engineering Category
- Actions
- on Category

Based

Banquets:

- BookingProcedure
- Preparing banquetmenus
- Seatingarrangements
- Informalbanquets

Gueridon Service

- Trolley
- SpecialEquipment's
- Gueridon Trolleysetup
- Service of variousdishes

SUGGESTED READING:

1. R.Singaravelavan, “Food and Beverage Service” ,Oxford university press, NewDelhi Edition2012.
2. Sudhir Andrews, “Food and Beverage Service Training Manual”, Published by, Tata McGraw Hill Publishing Limited, New Delhi, 110020, Edition2003.

Course Code	Course Name	L	T	P	C
CSHM17R289	Front Office Management	0	0	2	2

COURSE OUTCOMES:

Students are able

CO1: To understand about registration and reservation procedures.

CO2: To understand about the various checkout procedures.

CO3: To Familiarization about the Calculation of Statistical data.

CO4: To know the basic procedure of guestroom and public area inspection.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1			2	1				3			2	1
CO2			1	2				3			2	1
CO3			3	2				1			2	1
CO4			1	2							1	2

PRACTICAL CONTENT

- Lay out of Front office department
- Reservation, Registration Process
- Facilitation during guests stay at hotel
- Checkout Procedure
- Calculation of Statistical data: House count, room count, percentage of occupancy, percentage of double occupancy, percentage of foreign occupancy, percentage of domestic occupancy.
- Average length of stay, percentage of no shows, percentage of walk-ins, percentage of early arrivals and departure, Average Room Revenue.
- Public area cleaning–Lobby, Restaurant, Swimming pool, Banquets, Lifts, Brass & silver Polishing, Wood Polishing.
- Guestroom Inspection, Checklist.
- Places of tourist interest in India
- Domestic & International Airlines, Hotels, Tourism organizations

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of Two credit equivalence.

SUGGESTED READING:

1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox(ELBS).
2. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGrawHill.
3. Hotel Housekeeping Operations & Management – G.Raghubalan, Oxford University Press.

V:

Course Code	Course Name	L	T	P	C
CSHM17R316	Foreign Language Skills (French)	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To explain the dishes and menu terms in French.

CO2: To learn the numbers, alphabets, colours and shapes.

CO3: To study the varieties of cigars, places and equipment's used in service industry.

CO4: To understand the ways to communicate in French regarding self-introduction and menu types.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1					3			2		2	1
CO2	2					1	3				1	2
CO3	2					3	1				1	2
CO4	1					2					3	2

COURSE CONTENTS

UNIT– I

(9 Hours)

Drinks related menu terms – Meat – Popular dishes of France – French cooking method – Food related menu terms

UNIT– II

(9 Hours)

Numbers – Colours & Shapes – Parts of the body – Pet animals – Family Members – Ingredients names in French

UNIT– III

(9 Hours)

Cigar and its types – Nationalities in French – Weights & Measures – Places – Equipment's used in F&B Service

UNIT– IV

(9 Hours)

Self-Introduction – Understanding French terms in Wine label – French Wine regions – French Wine Classification - Major French grape varieties

SUGGESTED READINGS:

1. Larousse compact Dictionary: French-English/English-French
2. Conjugaison - Le Robert & Nathan
3. Larousse French Grammar
4. Grammaire Collection "Le Nouvel Entraînezvous" level debutant
5. Parlez à l'hôtel by A.Talukdar
6. A Votre Service I
7. French for Hotel and Tourism Industry by S.Bhattacharya

Course Code	Course Name	L	T	P	C
CSHM17R317	Hospitality Marketing	6	0	0	6

COURSE OUTCOMES:

Students will be able

CO1: To learn the introduction to marketing in hospitality industry.

CO2: To study the factors affecting consuming behaviour and market environment.

CO3: To acquire knowledge on the distribution channels, products and service pricing in hospitality sector.

CO4: To impart on the marketing mix, challenges, sales promotion and marketing communication.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1				1		2		3			2	3
CO2				2		1				1	2	
CO3	3			1			2			3	2	1
CO4	1			2					3	1	2	3

COURSE CONTENT

UNIT – I INTRODUCTION TO HOSPITALITY MARKETING

(15 Hours)

Needs, Wants and Demands – Products & Services – Marketing: The Production concept, Product concept, selling concept – The marketing process – Service characteristic of Hospitality and Tourism Business

UNIT – II MARKETING ENVIRONMENT, CONSUMER MARKETS & CONSUMER BUYING BEHAVIOUR

(15 Hours)

Micro and Macro Environment – Characteristics – Factors affecting consumer Behaviour
Buying decision Behaviour – The buying decision process

UNIT – III DISTRIBUTION CHANNELS, PRODUCT PRICING AND SERVICE STRATEGY

(15 Hours)

Nature and Importance of Distribution System – Marketing Intermediaries – What is product – Product Classification – Individual Product decision – Product life cycle – Approaches to hospitality service pricing

UNIT – IV PUBLIC RELATIONS, SALES PROMOTION AND INTEGRATED MARKETING COMMUNICATION

(15 Hours)

The Marketing Communication Mix – The Changing face of Marketing communication – Integrated Marketing communication – Socially responsible Marketing communication –

Advertising – Sales promotion – Public relations – Public relation process – Personnel selling – Direct marketing – Technology and its application in marketing

SUGGESTED READINGS:

1. Marketing for Hospitality and Tourism – Philip Kotler, James Makens and John Bowen, Pearson Education Singapore Pvt. Ltd., New Delhi –92.
2. Service Management and Marketing – Christian Gronron Lexington, MA, Lexington Books.
3. Marketing Leadership in Hospitality – Robert C Ford and CherrilP.Heaton, Von Nostrand Reinhold India, NewDelhi.

Course Code	Course Name	L	T	P	C
CSHM17R318	Accommodation Management	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To understand the operations of linen and uniform room in laundry.

CO2: To impart knowledge on the regular activities carried out in laundry.

CO3: To study the importance, classification and rules involved in stain removal process.

CO4: To learn in depth of the budget process, control and purchase methods in accommodation operations.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1			2		3				3	2	1
CO2	1		2							1	2	
CO3			1	2		3				2	1	3
CO4	3					2			1		2	1

COURSE CONTENTS

UNIT – I LINEN AND UNIFORM ROOM:

(9 Hours)

Classification of linen, Bed linen, Bath linen, F&B linen, Sizes; Linen room: Layout of a linen room, Storage, Exchange, Par Stock, Control, Stocktaking, Discards and their reuse. Uniform room: Purpose of uniforms, storage, issuing and exchange of uniforms, Layout and planning of uniform room, advantages of providing uniform.

UNIT– II ON PREMISES AND GUEST LAUNDRY

(9 Hours)

Equipment's, Laundry Process, Organizational hierarchy, Duties and responsibilities of laundry staff, Layout of laundry, Laundry aids, Laundry Process, Stages in wash cycle, Guest laundry and Valet Service.

UNIT – III STAIN REMOVAL AND DRY CLEANING

(9 Hours)

Definition, General procedure, Classification of stains, Principles of stain removal, Stain removal methods; Dry Cleaning – Advantages and disadvantages

UNIT – IV BUDGETING IN ROOMS DIVISION:

(9 Hours)

Budget and budgetary controls, the budget process, planning capital budget, planning operation budget, Operating budget – controlling expenses, purchasing systems – methods of buying, Stock records – issuing and control.

SUGGESTED READING:

1. Hotel Front office Operations – J.S. Tewari – Oxford University Press
2. Hotel Housekeeping Operations and Management – Oxford University Press
3. Hotel front Office Training Manual – Tata McGraw Hill – Sudhir Andrews.

Course Code	Course Name	L	T	P	C
CSHM17R319	Regional Cuisine	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To learn the background, characteristics, seasonal and community foods in the regions of Kashmir, Himachal Pradesh.

CO2: To study the perspectives of food production in the regions of Punjab & Haryana.

CO3: To understand seasonal and community foods production in the regions of Rajasthan & Gujarat

CO4: To learn the perspectives of food production in the regions of Maharashtra and Goa with its own diet, popular and occasional foods.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1		2	3		1					1	3	2
CO2		2	2		3					1	2	
CO3		1	2								3	2
CO4		2	3		1						2	1

COURSE CONTENT:

UNIT – 1: CUISINES OF KASHMIR, HIMACHAL&UTTARAKHAND: (9 Hours)

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods, Special Equipment's, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

UNIT-2 CUISINES OF PUNJAB, HARYANA&DELHI: (9 Hours)

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

UNIT-3 CUISINES OF RAJASTHAN&GUJARAT: (9Hours)

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

UNIT-4 CUISINES OF MAHARASHTRA& GOA: (9 Hours)

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics &

Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

SUGGESTED READINGS:

1. Quantity Food Production Operations and Indian Cuisine – Parvinder S Bali, Oxford University Press
2. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
3. Practical Cookery By Kinton & Cesarani
4. Hymns from the Soil: A Vegetarian Saga John Wiley & Sons
5. Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press
6. Punjabi Cuisine – Manjit Gill

Course Code	Course Name	L	T	P	C
CSHM17R320	F&B Management	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To observe the importance of Bar, its types and equipment used for its functioning.

CO2: To learn widely about Wine Ingredients, Manufacturing process, storage and servicing methods.

CO3: To have a clear thinking of Beer, production, global brands and other fermented beverages.

CO4: To understand about the ingredients, manufacturing, brands across globe and service procedures of Spirits and Tobacco.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1				2	3					2	3
CO2	3			1					2		1	2
CO3	1			3		2					2	1
CO4	3			2					1		2	1

COURSE CONTENT

UNIT-1 BAR

(9 Hours)

Introduction, Importance, and Types, Organization Structure, Layout, Equipment's used and BOT & Bar Menus

UNIT- 2ALCOHOLICBEVERAGES

(9 Hours)

Wines – Introduction, Classification, Brief Description, about manufacturing process, storageanditsservice.MajorIndianandInternationalBrands;glassesandequipment,Storageand service ofwine

UNIT-3 BEERS

(9 Hours)

Introduction, Ingredients Used, Production, Types and brands, Indian and International beers; Services, bottled, canned and drought beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.

UNIT-4SPIRITS:

(9 Hours)

Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service – Indian and International.

SUGGESTED READING:

1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher:ELBS
2. Food & Beverage Service Management- BrianVarghese
3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc GrawHill.

Course Code	Course Name	L	T	P	C
CSHM17R388	Accommodation Management	0	0	6	6

COURSE OUTCOMES:

Students will be able

CO1: To gain knowledge about the safety measures and fire drill procedures.

CO2: To understand about the room occupancy, Maid's report

CO3: To have a clear knowledge about maintenance order, floor register.

CO4: To understand about the guest special request register.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1					2		3			1	2
CO2			1	2		3					2	1
CO3	1		2					3		1	3	2
CO4			1	2		3					1	2

PRACTICAL CONTENT

1. Fire Safety and FireFighting
 - a. Safetymeasures,
 - b. Fire Drill(Demo)
2. Room occupancyreport
3. Checklist, Floorregister
4. Work / maintenanceorder
5. Lost andfound
6. Maid'sreport
7. Housekeeper'sreport
8. Logbook
 - a. Guest Special RequestRegister
 - b. Record of special cleaning
 - c. Call register
 - d. VIP list
 - e. Floor linen book/register
9. Guest RoomInspection

SUGGESTED READINGS:

- a. Hotel Housekeeping Operations and Management – G.Raghubalan, Oxford University Press
- b. Hotel Housekeeping Training Manual – Sudhir Andrews, Tata McGraw Hill Publications
- c. Hotel Housekeeping – Dr. Malini Singh – Tata McGraw Hill Publications, India.

Course Code	Course Name	L	T	P	C
CSHM17R389	Regional Cuisine	0	0	6	6

COURSE OUTCOMES:

Students will be able

CO1: To gain knowledge about the cooking methods of Awadi, Bengal.

CO2: To gain knowledge about the cooking methods of Gujarat, Hyderabad.

CO3: To gain knowledge about the cooking methods of Maharashtra, Punjabi.

CO4: To gain knowledge about the cooking methods of Tamilnadu, Karnataka.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	2	1			3						3	2
CO2	3	2			1						2	1
CO3		2		1					3	2	1	3
CO4		1			2				3		2	1

PRACTICAL CONTENT:

S.No	Topic	MENU
1	Awadhi Bengal Goa	MENU 01: Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Coconut Poli MENU 02: Moong Dal Khichdee Patrani Macchi Tomato Saar Tilgul Chapatti Amti Basundi MENU 03: Arroz Galina Xacutti Toor Dal Sorak Alle Belle
2	Gujarat Hyderabad Kashmiri	MENU 01: Ghee Bhat Macher Jhol Aloo Posto Misti Doi MENU 02: Doi Mach Tikoni Pratha Baigun Bhaja Payesh MENU 03: Mach Bhape Luchi Sukto Kala Jamun
3	Maharashtra Punjabi Rajasthan	MENU 01: Arroz Galina Xacutti Toor Dal Sorak Alle Belle MENU 02: Coconut Pulao Fish Caldeen Cabbage Foogath Bibinca MENU 03: Tandoori Roti Tandoori Murg Dal Makhani Pudina Chutny Baingan Bhartha Savia
4	South India Tamilnadu Karnataka Kerala	MENU 01: Meen Poriyal Curd Rice Thoran Rasam Pal Payasam MENU 02: Lime Rice Meen Moilee Olan Malabari Pratha Parappu Payasam MENU 03: Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam MENU 04: Coconut Rice Chicken Chettinad Avial Huli Mysore Pak

SUGGESTED READING:

1. Hotel Food Production – Parvinder Bali – Oxford University Press
2. Modern Cookery I, II, III volumes – Thangam E. Philip, Orient Longman

Course Code	Course Name	L	T	P	C
CSHM17R390	F&B Management	0	0	6	6

COURSE OUTCOMES:

Students will be able

CO1: To Familiarize about the equipment's used in bar.

CO2: To understand about the service procedure of red, white and sparkling wines.

CO3: To have a knowledge about bitters, beer and spirits.

CO4: To understand about basic procedures in making cocktails and garnishing.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	3				2				1	2	1	
CO2	2			1		3				3	2	1
CO3	3				2	1			1		1	2
CO4		1		3		2				3	1	2

PRACTICAL CONTENT:

1. Equipment Identification in Bar
2. Bar Accompaniment & Garnishes
3. Service of Red wine
4. Service of white wine/ sparkling wine
5. Service of Bitter/Liqueurs
6. Service of Beer
7. Service of Spirits
8. Making cocktails of various based

SUGGESTED READING:

- Food and Beverage Service – Dennis Lillicrap – ELBS
- Food and Beverage Service – Brian Varghese
- Food and Beverage Service Training Manual – Sudhir Andrews – Tata McGraw Hill
- Food and Beverage Service – R. Singaravelan – Oxford University Press

VI:

Course Code	Course Name	L	T	P	C
CSHM17R321	Human Resource Management	4	0	0	4

COURSE OUTCOMES

Students will be able

CO1: To study about the introduction to Human Resource Management in Hospitality industry.

CO2: To make the students learn about the recruitment, training and development for the betterment of the organization.

CO3: To know the performance appraisal of staff members and the way to motivate them.

CO4: To bring all staff into the satisfied role and make them proper with disciplinary actions taken.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1				2			3	1			3	2
CO2	1			3		2				3	2	
CO3				2		1	3			1	3	2
CO4	1					3	2			3	2	1

COURSE CONTENT

UNIT – I INTRODUCTION TO HUMANRESOURCE MANAGEMENT: (12 Hours)

Introduction, Definition & Concept, Importance, Hospitality Industry Characteristics, Organization structure of HR dept, duties and responsibilities of HR Manager, HR Challenges, Manpower Planning, Process

UNIT–2 RECRUITMENT & TRAINING METHODS: (12Hours)

Job Specification, Job Description, Recruitment, Introduction, Concept, Sources, what to look for in prospective candidates, Recruitment Policy and Techniques; Training & Development Introduction, Functions, Training Cycle, Methods

UNIT– 3 PERFORMANCE APPRAISAL & MOTIVATION: (12 Hours)

Performance Appraisal-Introduction, Purpose, Process, Challenges, Balanced Score Card, 360 Degree Feedback System, Managing Employee Performance; Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory); Employee retention.

UNIT-4 JOB SATISFACTION AND DISCIPLINARY ACTION: (12Hours)

Introduction, Importance of Job Satisfaction, Measuring Job Satisfaction; Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet.

SUGGESTED READINGS:

1. Hotel Front Office operations and management – Jatashankar R. Tewari – Oxford University Press.
2. Human Resource Management in Hospitality – Malay Biswas – Oxford
3. Human Resource Management – Dr. Jagmohan Negi <http://www.whatishumanresource.com/>

Course Code	Course Name	L	T	P	C
CSHM17R322	Travel and Tourism Management	4	0	0	4

COURSE OUTCOMES

Students will be able

CO1: To know the introduction, importance, types of tourism and tourist's motivation.

CO2: To understand the need for tourism, tourism organizations in India and abroad.

CO3: To gain knowledge on the tour and travel operators' function, packages and types.

CO4: To study the importance of passport, visa, immigration and insurance in travel industry.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1				2		1	3				2	1
CO2	1			3					2		3	2
CO3				2		3	2			1	2	
CO4	3					1	3			2	3	

COURSE CONTENTS:

UNIT- 1: INTRODUCTION TO TOURISM

(12 Hours)

Definition of Tourist – Tourism – Five 'A's of Tourism - Purpose of Tourism – Travel Motivators – Leisure Tourism – VFR – Cultural Tourism – Adventure Tourism – Sports Tourism
Religious Tourism – Business Tourism – Health Tourism

UNIT-2: TOURISM ORGANIZATION

(12 Hours)

Introduction – Need for tourism Organization – International Organizations – WTO – IATA – UFTAA – PATA – ASTA – Government Organizations of India – ITDC – STDC – ASI
TAAI – FHRAI

UNIT- 3: TRAVEL AGENT & TOUR OPERATOR

(12 Hours)

Introduction – Types of Travel Agencies – Functions of Travel Agency – Setting up travel Agency – Source of Income – Tour operator – Types – Package Tours and its types

UNIT- 4 UNDERSTANDING PASSPORT, VISA AND PERMITS

(12 Hours)

Definition – Types of Passport – Documents required for applying passport – Visa
Definition – Types of Visa – Requirement for Visa – BTQ – Emigration & Immigration – Travel Insurance

SUGGESTED READINGS:

1. Tourism Operation & Management – Oxford University Press
2. Tourism Security: Strategies for Effective Managing Travel Risk and Safety Peter Tarlow
3. Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) Yoel Mansfeld & Abraham Pizam

Course Code	Course Name	L	T	P	C
CSHM17R323	Culinary Management	4	0	0	4

COURSE OUTCOMES:

Students will be able

CO1: To impart knowledge on the culinary industry and the cost management.

CO2: To understand the principles of cooking and the groceries, vegetables used for cooking.

CO3: To gain knowledge on the cooking methods for meat, poultry, Game and cooking techniques.

CO4: To study the preservation of food, dressings and preserving for long period of time.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1		1			3				2		2	1
CO2	1					2			3		3	2
CO3	1			2	3					1	2	
CO4		1		3	2					1	3	2

COURSE CONTENTS

UNIT – 1 FOOD-SERVICE & CULINARY INDUSTRY

(12 Hours)

The Food-Service & Culinary Industry, Sanitation and Safety, Tools and Equipment, Menus, Recipes, and Cost Management, Food Nutrition, Staff Structure & Trends

UNIT – 2 PRINCIPLES OF COOKING

(12 Hours)

Basic Principles of Cooking and Food Science, Mise en Place, Stocks and Sauces, Soups, Understanding Vegetables, Cooking Vegetables, Potatoes, Legumes, Grains, Pasta, and Other Starches

UNIT – 3 COOKING METHODS

(12 Hours)

Cooking Methods for Meat, Poultry, and Fish, Understanding Meats and Game, Cooking Meats and Game, Understanding Poultry and Game Birds their cooking, Understanding Fish and Shellfish, their cooking techniques

UNIT – 4 PRESERVATION OF FOOD

(12 Hours)

Salad Dressings and Salads, Preservation of Food, Sandwiches, Breakfast Preparation, Dairy and Beverages, Cooking for Vegetarian Diets, Health foods, Sausages and Cured Foods, Pâtés, Terrines, and Other Cold Foods, Food Presentation

SUGGESTED READINGS

1. Professional Cooking by Wayne Gisslen, Wiley Publications
2. The Professional Chef by Culinary Institute of America

Course Code	Course Name	L	T	P	C
CSHM17R324	Bartending skills	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To learn the bar operations, records and registers maintained, along with potential sales.

CO2: To understand the functions of cellar, operating licenses, record and controls.

CO3: To study the varieties of liqueurs, cocktails, methods of preparation in a bar.

CO4: To gain knowledge on the preparation, bottling, branding of Champagne, Tequila and other spirits.

CO -PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1					3	2	1			3	2	1
CO2	3			1		2					2	1
CO3	3			2					1	3	1	2
CO4	1			3				2			3	1

COURSE CONTENT

UNIT – IBAROPERATIONS

(9 Hours)

Introduction - Types of Bar- Bar Operating Procedures – Bar records & Controls – Comparing Actuals with standard Cost – Analysing Consumption and the cost – potential sales value – Par stock – Transfer – Frauds in Bar

UNIT – II CELLAR&LICENSES

(9 Hours)

Introduction–Location–Temperature–Storageprocedure–Equipment’s–Cellarcontrol &records–Purchaseorder–Inwardbook–Bincard–Beveragerequisition–Cellarcontrolbook Transfer book – Stock book – Licenses required for alcoholicbeverages.

UNIT – III: LIQUEURS&COCKTAILS

(9 Hours)

Introduction – Production process – Flavors – Colors – Base & Origin - Eaux de vie – Difference between Liqueur &Eaux de vie – calvados – Apple Jack – Cocktail definition – Components of cocktail – Methods of making cocktail – glassware – recipe for classic cocktail.

UNIT – IV: CHAMPAGNE, TEQUILA ANDOTHERSPIRITS

(9 Hours)

Introduction – Production Process – Bottle sizes – Brand Names – Tequila – Production Process – Service of Tequila – Brand Names of Tequila – Cider – Perry – Absinthe – Schnapps – Sake – Fenny – Grappa.

SUGGESTED READING:

1. Food and Beverage Service – Dennis Lillicrap –ELBS
2. Food and Beverage Service – BrianVarghese
3. Food and Beverage Service Training Manual – Sudhir Andrews – Tata McGrawHill
4. Food and Beverage Service – R.Singaravelavan – Oxford UniversityPress.

Course Code	Course Name	L	T	P	C
CSHM17R325	Flower Arrangement Skills	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To understand the principles, types, styles and guide lines in flower arrangement.

CO2: To know the flowers used, international types of flower arrangement and horticulture in hotels.

CO3: To study the elements, design, colours, lights used in interior designing and decoration of a hotel.

CO4: To impart knowledge on contract services, advantages, disadvantages and hotel renovation process.

CO - PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1					2		3		3	1	2
CO2			1	2		3					2	1
CO3	1		2					3		1	3	2
CO4			1	2		3				3	1	2

COURSE CONTENT:

UNIT – I: PRINCIPLES OFFLOWERARRANGEMENT (9 Hours)

Introduction, Flower arrangement basics, basic ingredients, Purpose of flower arrangement, Equipment and materials used, Care and Conditioning of flowers, Styles of flower arrangement (western, Japanese, freestyle), General guide lines for flower arrangement

UNIT – II: FLOWER ARRANGEMENT& HORTICULTURE (9Hours)

Designing flower arrangement, (Style, proportion, background, texture, balance, color) placing flower arrangement, Japanese / Oriental flower arrangement, placing in different places and occasions, common flowers and foliage; Horticulture – indoor plants, Role of horticulture in hotel industry

UNIT – III: DESIGNING& DECORATION (9 Hours)

Elements of Design, Colour and its role in décor – types of colour scheme, Window and window treatment, Lighting and lighting fixtures, Floor finishes [soft], Furniture and fixtures, accessories, Interior Designing - Basic types of design, Elements of design, Designing for the physically challenged

UNIT – IV: CONTRACT SERVICES&RENOVATION (9 Hours)

Contract Cleaning, Types of Contract Services, Guide lines for hiring contract services, Advantages and disadvantages of contract services, Housekeeping services in other establishments;HotelRenovation,ReasonstoRenovate,TypesofRenovation,Subsidiaryprocess inRenovation.

SUGGESTED READINGS:

1. Hotel Housekeeping Operations and Management – O.Raghubalan – Oxford University Press – ThirdEdition
2. Hotel, Hostel and Hospital Housekeeping – Margaret – ELBS Publications,London.

Course Code	Course Name	L	T	P	C
CSHM17R326	Accounting Skills for Hospitality	2	0	0	2

COURSE OUTCOMES:

Students will be able

CO1: To learn about the basic transaction, terminology and principles in accounting skills.

CO2: To study about the single, double, journal entry system in account records.

CO3: To learn the financial statements, preparation of final accounts, methods of presenting final accounts problems.

CO4: To gain knowledge on the depreciation reserves and provisions in preparation of records and final statements.

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1			2					3	1	3	2
CO2	1			3		2				2	1	
CO3				2		1	3			2	3	
CO4			1			2		3		3	1	2

COURSE CONTENT:

UNIT – IACCOUNTING THEORY

(9 Hours)

Business Transaction and Basic Terminology - Need to Study Accounting, Accounting functions - Purpose of Accounting Records - Accounting Principles - Concepts andConventions.

UNIT – IIACCOUNTRECORDS

(9Hours)

Principles of Double Entry System - Journal Entries – Ledger - Subsidiary Books - Cash, Sales & Purchase books, Bank Reconciliation statement

UNIT – IIIFINANCIALSTATEMENTS

(9 Hours)

Basic Financial Statements - Trial Balance - Preparation of Final Accounts - Basic Adjustments to final Accounts - Methods of Presenting Final Accounts Practical Problem.

UNIT – IV DEPRECIATION RESERVESANDPROVISIONS

(9 Hours)

Meaning - basic Methods of Depreciation Reserves - Provisions of Depreciation Reserves - Usage of Various Computer Applications in the Preparation of Records and FinancialStatements.

REFERENCE BOOKS

1. A Complete Course in Accounting Volume I, N.D.Kapoor
2. Double-Entry Bookkeeping, R.C. Chawla & C.Juneja
3. Introduction to Accountancy, T.S.Grewal

Course Code	Course Name	L	T	P	C
CSHM17R391	Regional Cuisine	0	0	2	2

COURSE OUTCOMES:

Students will be able

CO1: To gain knowledge about the cooking methods of Goan.

CO2: To gain knowledge about the cooking methods of Kashmiri

CO3: To gain knowledge about the cooking methods of Rajasthan

CO4: To gain knowledge about the cooking methods of Kerala

CO – PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1	2			3						3	2
CO2	1	3			2						2	1
CO3		2		1					3	2	1	3
CO4		1		2					3		2	1

PRACTICAL CONTENT

MENU 01: Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Coconut Poli

MENU 02: Moong Dal Khichdee PatraniMacchi Tomato Saar Tilgul Chapatti AmtiBasundi

MENU 01: Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan Kulfi with Falooda

MENU 02: Galouti Kebab Bakarkhani Gosht Korma Paneer Pasanda Muzzafar

MENU 01: Ghee Bhat Macher Jhol Aloo Posto Misti Doi

MENU 02: Doi Mach TikoniPrathaBaigunBhajaPayesh

MENU 03: Mach BhapeLuchiSukto Kala Jamun

MENU 01: Sarki Brown Rice SalliMurg Gujrati Dal MethiTheplaShrikhand

MENU 02 :Gujrati Khichadi Oondhiyu Batata Nu Tomato Osaman Jeera Poori Mohanthai

MENU 01: Rada Meat Matar Pulao Kadhi Punjabi Gobhi Kheer

MENU 02: Amritsari Macchi Rajmah Masala Pindi Chana Bhaturas Row Di Kheer

MENU 03: Tandoori Roti Tandoori Murg Dal Makhani Pudinia Chutny Baingan Bhartha Savia

MENU 01: MeenPoriyal Curd Rice ThoranRasam Pal Payasam

MENU 02: Lime Rice MeenMoilee Olan Malabari PrathaParappuPayasam

MENU 03: Tamarind Rice Kori Gashi Kalan Sambhar SavianPayasam

MENU 04: Coconut Rice Chicken Chettinad Avial Huli Mysore Pak

SUGGESTED READINGS

1. Professional Cooking by Wayne Gisslen, WileyPublications
2. The Professional Chef by Culinary Institute ofAmerica

Course Code	Course Name	L	T	P	C
CSHM17R392	F&B Service III	0	0	2	2

COURSE OUTCOMES:

Students will be able

CO1: To learn about the procedures of briefing and debriefing.

CO2: To study about drafting SOP's for various F&B outlets.

CO3: To learn about planning staff for restaurant operations.

CO4: To gain knowledge on the conducting theme festivals.

CO - PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1				2				3	2	1	
CO2	2			1		3					2	1
CO3	3				2				1	3	1	2
CO4		1		3		2				3	1	2

PRACTICAL CONTENT

1. Briefing & DeBriefing
2. Drafting SOP for various F&B Outlets
3. Staff planning
4. Duty Roaster
5. Function catering
 - Planning & Organizing Formal & Informal Banquet
 - Planning & Organizing Outdoor catering
6. Setting up various style buffet
7. Conducting theme festival
8. Gueridon service – any 5 dishes

SUGGESTED READING:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F&B Service – Brown, Heppner & Deegan

Course Code	Course Name	L	T	P	C
CSHM17R393	Accommodation Management	0	0	2	2

COURSE OUTCOMES:

Students will be able

CO1: To understand the principles, types, styles and guide lines in flower arrangement.

CO2: To know about the bed making procedures and evening service procedures.

CO3: To study about the room cleaning procedures for various types of rooms.

CO4: To impart knowledge on planning interior decoration for a guest room.

CO - PO Mapping

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PSO1	PSO2	PSO3
CO1	1					2		3		3	1	2
CO2	2		1						3		2	1
CO3	1		2					3		1	3	2
CO4			1	3		2					2	1

PRACTICAL CONTENT

1. FLOWERARRANGEMENT

- Flower Arrangement
- Types of Flower Arrangement – Japanese, Western, Free style,Traditional
- Equipment
- Different shapes of flower arrangements

2. Bed MakingProcedure:

- Steps of bedmaking
- Steps in servicing a guest roometc

3. Room CleaningProcedure:

- Vacantroom
- Occupiedroom
- Checkoutroom
- Out of order / out of serviceroom

4. Students have to make a model guestroom and present it with suitable interiordecoration along with the standard accessories and amenities of a guestroom.

SUGGESTED READINGS:

- Hotel Housekeeping Operations and Management – O.Raghubalan, Oxford University Press
- Hotel Housekeeping Training Manual – Sudhir Andrews, Tata McGraw HillPublications

Course Code	Course Name	L	T	P	C
CSHM17R399	Project Report (Hospitality Industry)	0	0	2	2

PROJECT WORK:

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute / Head of Department (F.O / F&Bs / F.P/ AccommodationOperation)ComputerTyped{TimesNewRoman}compiled&Hardboundcopy (Two print Copies) and One soft copy inC.D.

The Project should include: -

- The First page should include Name of The Institute / University, Projectundertaken, Roll Number &Name.
- Certificate by Candidate of genuinework.
- Acknowledgement.
- Certificate ofapproval.
- Conclusion
- Bibliography
- Annexure

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

- Learn about various hospitalityissues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

AccommodationManagement-

“Technology in Hotel Accommodation Services: - A case study of Hotel-ABC.”

The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.